



The Agency for Co-operative Housing  
L'Agence des coopératives d'habitation

# Guide to Online Rent Supplement Claims

September 2018

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# OVERVIEW

The Agency's On-line Rent Supplement Claims System (RS System) replaces Forms A & B for all fiscal years ending July 2017 or later.

Using a secure link sent to you each year by the Agency, you file your co-op's annual RS Claim on-line. Apart from your staff, only your auditor and the Agency have access to your rent supplement information.

The RS Claim must be submitted two months after your fiscal year-end and includes updates to housing-charge information for the new fiscal year.

As a best practice, we suggest you enter changes on an ongoing basis, but you can enter all changes at the end of the year.

Once you submit your annual RS Claim, it is combined with your Annual Information Return (AIR) and the information is reviewed by the Agency and your auditor.

The RS System produces reports for ongoing tracking and reconciling with the co-op's finances.

This User Guide, along with on-line tutorial videos explain the on-line system. The [Rent Supplement Program Guide](#) describes Rent Supplement program rules that accompany the new 2017 Rent Supplement Agreements.

Over time, the guide may be updated. Please remember to check on line for the most recent version. If you have a printed copy of the guide, be sure to compare the date on the cover page with the one showing on line to see if your hard copy is current.

## **For help with the RS System please contact:**

Trina Murphy, Rent Supplement Co-ordinator  
Telephone: 866-660-3140 / 416-598-4464 ext.640  
Email: [tmurphy@agency.coop](mailto:tmurphy@agency.coop)

## **Before you start:**

Please review this User Guide before entering information in the system.

You can also view a tutorial video on how to:

- » Log in
- » Enter information for the first time on units, housing charges, utilities and households
- » Update information previously entered
- » Submit a rent supplement claim and view reports



# General Steps to Follow

- 1 Log in to the system (Step 1) and – in the first year only – enter basic information on all your co-op units including housing charges, utility allowances and utility charges, as well as the address for each unit. The system opens directly to **Housing Charges**, which you must complete before accessing the rest of the system. (Steps 2-4). **Since you can access more than one claim at a time make sure you select the correct year.**
- 2 Enter information on households receiving rent supplement assistance. (Step 5)
- 3 Enter changes throughout the year as they happen or at the end of the fiscal year before submitting the annual claim and reconciliation. (Step 6)
- 4 Verify that the information entered in the system for the year also matches with your records and make corrections as necessary.
- 5 Once you are satisfied that the information is correct, submit the annual claim and reconciliation. (Step 7)

Going forward, enter only co-op wide changes (e.g. housing charges) or changes specific to a unit or a household (e.g. moves, income changes).

## STEP 1: Logging in

Log into to the RS System using the link in the AIR and Rent Supplement Reminder letter, sent one month before the end of your fiscal year from the Agency and enter the same username and password your co-op uses to access the Agency's client website. If you don't have the username and password, contact your relationship manager. Only authorized staff should have access to the RS System as it contains confidential information.

- 1 Select co-op (applies only to management companies).
- 2 Click **Go To** for the **Year** and **Program** you want to access.

Welcome	News and Updates	Agreements	Reports	Resources	Rent Supplements
<b>Annual Claims</b>					
Choose the claim you wish to enter, update or view.					
Need help with your rent supplement claim? Consult our <a href="#">User Guide</a> or watch a <a href="#">Tutorial Video</a> . You'll find links to both on every screen.					
Housing Program	Year Ending	Claim Status	Status Date	Action	
S61	31 Dec 2017	In Process	15 Jul 2017	<a href="#">Go To</a>	
S95	31 Dec 2017	In Process	15 Jul 2017	<a href="#">Go To</a>	

# STEP 2: Updating Housing Charges

- 1 Select **Housing Charges** from the **Housing Charges** drop down menu.
- 2 Update the housing charges listed on the page by clicking on the amount in the **Housing Charge** column and entering the housing charges at the beginning of the current fiscal year.
- 3 When you have updated all the housing charges click **Save and Refresh**.
- 4 If there is a mid-year change in housing charges click **Enter a mid-year change in housing charges** (at the bottom of the page).

Welcome Rent Supplements **Housing Charges**

**Housing Charges (Summary)** **Housing Charges** **Co-op Units** **Utilities** **1** **3** Save and Refresh | Cancel and Refresh

Follow these easy steps to begin your rent-supplement claim:

1. Check the housing charges listed below. If they aren't the charges for the year for which you are making a claim, correct them and click Save and Refresh. If your charges changed or will change part way through the year, click on the link below to enter the new charges.
2. Choose "Utilities" on the Housing Charges menu to enter or update your utility charges or allowances. If you need to update the services your housing charges include, this is where you do it.
3. To update the list of units in your co-op or enter it for the first time, choose "Co-op Units" on the Housing Charges drop down menu.

[User Guide](#) [Tutorial Video](#) **2**

Type of Unit	Size of Unit	Unit Type Code	Number of Units	Housing Charge† at 1 Jan 2017	Light & Power	Heating	Water	Hot Water	Cable/Satellite TV	Utility Allowance	Utility Charge
Apartment - Walkup	1 Bedroom	APW1A	1	1,069	✓	✓	✓	✓	☐	0	0
Apartment - Walkup	1 Bedroom	APW1B	1	1,069	✓	✓	✓	✓	☐	0	0
Apartment - Walkup	1 Bedroom	APW1C	1	1,069	✓	✓	✓	✓	☐	0	0
Apartment - Walkup	1 Bedroom	APW1D	1	1,119	✓	✓	✓	✓	☐	0	0
Apartment - Walkup	1 Bedroom	APW1E	1	1,119	✓	✓	✓	✓	☐	0	0
Row Townhouse	3 Bedroom	ROW3A	1	1,406	✓	✓	✓	✓	☐	0	0
Row Townhouse	3 Bedroom	ROW3B	1	1,589	✓	✓	✓	✓	☐	0	0
Row Townhouse	3 Bedroom	ROW3C	1	1,603	✓	✓	✓	✓	☐	0	0
Row Townhouse	5 Bedroom +	ROW5A	1	1,814	✓	✓	✓	✓	☐	0	0
Semi-Detached	2 Bedroom	SEM2A	1	1,264	✓	✓	✓	✓	☐	0	0

Semi-Detached	3 Bedroom	SEM3P	1	1,589
Semi-Detached	3 Bedroom	SEM3Q	1	1,600
Semi-Detached	4 Bedroom	SEM4A	1	1,657
Semi-Detached	5 Bedroom +	SEM5A	1	1,700
Single Detached	2 Bedroom	SGL2A	1	1,430
Single Detached	5 Bedroom +	SGL5A	1	1,700

Total Units **33**

[Enter a mid-year change in housing charges](#) **4**

†Housing charges do not include any sector support levy

5 A new column will appear called **New Housing Charge**.

6 Enter the **Effective Date** (“Click to select” at the bottom of the screen) and the new housing charges and click **Save and Refresh** (top right corner).

Welcome Rent Supplements **Housing Charges** RS Units RS Households Annual Reconciliation Reports

### Housing Charges (Summary)

Follow these easy steps to begin your rent-supplement claim:

1. Check the housing charges listed below. If they aren't the charges for the year for which you are making a claim, correct them and click Save and Refresh. If your charges changed or will change part way through the year, click on the link below to enter the new charges.
2. Choose "Utilities" on the Housing Charges menu to enter or update your utility charges or allowances. If you need to update the services your housing charges include, this is where you do it.
3. To update the list of units in your co-op or enter it for the first time, choose "Co-op Units" on the Housing Charges drop down menu.
4. Go to "RS Units" to start entering your claim.

[User Guide](#) [Tutorial Video](#)

Type of Unit	Size of Unit	Unit Type Code	Number of Units	Housing Charge† at 1 May 2017	New Housing Charge	— Services included in housing charge —				
						Light & Power	Heating	Water	Hot Water	Satellite
Single Detached	3 Bedroom	SGL3A	5	550	550	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Total Units			5	Effective Date		Click to select				

5 ↓

← 6

Welcome Rent Supplements **Housing Charges** RS Units RS Households Annual Reconciliation Reports

### Housing Charges (Summary)

Follow these easy steps to begin your rent-supplement claim:

1. Check the housing charges listed below. If they aren't the charges for the year for which you are making a claim, correct them and click Save and Refresh. If your charges changed or will change part way through the year, click on the link below to enter the new charges.
2. Choose "Utilities" on the Housing Charges menu to enter or update your utility charges or allowances. If you need to update the services your housing charges include, this is where you do it.
3. To update the list of units in your co-op or enter it for the first time, choose "Co-op Units" on the Housing Charges drop down menu.
4. Go to "RS Units" to start entering your claim.

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Type of Unit	Size of Unit	Unit Type Code	Number of Units	Housing Charge† at 1 May 2017	New Housing Charge	— Services included in housing charge —					
						Light & Power	Heating	Water	Hot Water	Cable/ Satellite TV	Utility Allowance
Single Detached	3 Bedroom	SGL3A	5	550	550	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	50
Total Units			5	Effective Date		Click to select					

6 → Save and Refresh

← 6

Jul 2017

Su Mo Tu We Th Fr Sa

						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

back


# STEP 3: Updating Utilities

## First year only:

- 1 Choose **Utilities** in the **Housing Charges** drop-down menu.
- 2 Enter the **Utility Allowance** and **Utility Charge** for each unit type (the charge or allowance depends on the services provided and paid for by the co-op). Enter the values that were in effect at the beginning of the fiscal year. Where no charge or allowance applies, enter 0.
- 3 As necessary, update **Services included in housing charge** by clicking on the boxes.
- 4 Click **Save and Refresh** when all the amounts are entered (top right corner).

Welcome Rent Supplements **Housing Charges**

**Co-op Units**

Housing Charges  
Co-op Units  
Utilities 

Enter every unit in your co-op, even units without a rent supplement. Follow the order used in your books. (To change code for each unit from the drop-down list. Don't see the unit code in the drop-down list? Check the accuracy of the en "Housing Charges" page and check the information there.

[User Guide](#) [Tutorial Video](#)




Report Order	Street Number	Street Name	Unit Number	Unit Code
<a href="#">Add new unit</a>				

Welcome Rent Supplements **Housing Charges**

**Utilities**

Enter any utility charge or allowance for each unit type in the co-op. (The charge or allowance depends on the services provided and paid by the co-op. If no charge or allowance applies, enter 0.) To update a utility allowance or charge or to update the list of services, click "Change."

[User Guide](#) [Tutorial Video](#)

2  2  -- Services included in housing charge 

Action	Type of Unit	Utility Allowance	Utility Charge	Light & Power	Heating	Water	Hot Water	Cable/Satellite TV	Effective Date
<a href="#">Change</a>	Apartment - Walkup 1 Bedroom (APW1A)	50	90	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 Dec 2016
<a href="#">Change</a>	Apartment - Walkup 2 Bedroom (APW2A)	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 Dec 2016
<a href="#">Change</a>	Apartment - Walkup 2 Bedroom (APW2B)	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 Dec 2016
<a href="#">Change</a>	Apartment - Walkup 3 Bedroom (APW3A)	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 Dec 2016
<a href="#">Change</a>	Duplex 1 Bedroom (DUP1A)	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 Dec 2016
<a href="#">Change</a>	Duplex 2 Bedroom (DUP2A)	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 Dec 2016



## Mid-year Changes:

- 1 If there was a mid-year change, click **Change** under the **Action** column on the left and enter the **Effective Date** in the pop-up calendar.
- 2 Update the **Utility Allowance** and **Utility Charge** and/or **Services included in housing charge** for each unit-type.
- 3 Click **Save** (or Cancel if you make a mistake).
- 4 Click **Save and Refresh** when all the amounts are entered (top right corner).

Welcome Rent Supplements Housing Charges

### Utilities

Enter any utility charge or allowance for each unit type in the co-op. (The charge or allowance depends on the services provided and paid by the co-op. If no charge or allowance applies, enter 0.) To update a utility allowance or charge or to update the list of services, click "Change."

[User Guide](#) [Tutorial Video](#)

**1**  
↓

— Services included in housing charge —

Action	Type of Unit	Utility Allowance	Utility Charge	Light & Power	Heating	Water	Hot Water	Cable/Satellite TV	Effective Date
<a href="#">Change</a>	Apartment - Walkup 1 Bedroom (APW1A)	50	90	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 Dec 2016
<a href="#">Change</a>	Apartment - Walkup 2 Bedroom (APW2A)	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 Dec 2016
<a href="#">Change</a>	Apartment - Walkup 2 Bedroom (APW2B)	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 Dec 2016
<a href="#">Change</a>	Apartment - Walkup 3 Bedroom (APW3A)	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 Dec 2016
<a href="#">Change</a>	Duplex 1 Bedroom (DUP1A)	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 Dec 2016
<a href="#">Change</a>	Duplex 2 Bedroom (DUP2A)	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 Dec 2016

Welcome Rent Supplements Housing Charges

### Utilities

Enter any utility charge or allowance for each unit type in the co-op. (The charge or allowance depends on the services provided and paid by the co-op. If no charge or allowance applies, enter 0.) To update a utility allowance or charge or to update the list of services, click "Change."

[User Guide](#) [Tutorial Video](#)

— Services included in housing charge —

Action	Type of Unit	Utility Allowance	Utility Charge	Light & Power	Heating	Water	Hot Water	Cable/Satellite TV	Effective Date
<a href="#">Change</a>	Apartment - Walkup 1 Bedroom (APW1A)	50	90	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 Dec 2016
<a href="#">Save</a> <a href="#">Cancel</a>	APW1A	55	95	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 Dec 2016
	Apartment - Walkup 2 Bedroom (APW2A)	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Apartment - Walkup 2 Bedroom (APW2B)	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Apartment - Walkup 3 Bedroom (APW3A)	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Duplex 1 Bedroom (DUP1A)	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Duplex 2 Bedroom (DUP2A)	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**3** ↑

**2** →

**1** ←

1 Dec 2016

Dec 2016

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

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## Second and subsequent years:

- 1 Choose **Utilities** in the **Housing Charges** drop-down menu.
- 2 If there were **Utility Allowance**, **Utility Charge** and/or **Services included in housing charge** changes effective on the first day of the fiscal year, update the applicable items (*values are carried over from the previous year so check that the values match the charges that were in effect at the beginning of the fiscal year*).
- 3 If there was a mid-year change, click **Change** under the first column on the left called **Action**.

**Utilities**

Enter any utility charge or allowance for each unit type in the co-op. (The charge or allowance depends on the services provided and paid by the co-op. If no charge or allowance applies, enter 0.) To update a utility allowance or charge or to update the list of services, click "Change."

[User Guide](#) [Tutorial Video](#)

3

— Services included in housing charge

Action	Type of Unit	Utility Allowance	Utility Charge	Light & Power	Heating	Water	Hot Water	Cable/Satellite TV	Effective Date
<a href="#">Change</a>	Row Townhouse 3 Bedroom (ROW3A)	0	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 Jan 2017
<a href="#">Change</a>	Single Detached 3 Bedroom (SGL3A)	0	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 Jan 2017

- 4 Update the **Utility Allowance**, **Utility Charge** and/or **Services included in housing charge** for each unit-type and enter the **Effective Date** in the pop-up calendar.
- 5 Click **Save** (or Cancel if you make a mistake).
- 6 Click **Save and Refresh** when all the amounts are entered (top right corner).

**Note:** If you make a mistake in the information you entered, please contact the Agency's Rent Supplement Coordinator.

**Utilities**

Enter any utility charge or allowance for each unit type in the co-op. (The charge or allowance depends on the services provided and paid by the co-op. If no charge or allowance applies, enter 0 allowance or charge or to update the list of services, click "Change."

[User Guide](#) [Tutorial Video](#)

— Services included in housing charge

Action	Type of Unit	Utility Allowance	Utility Charge	Light & Power	Heating	Water	Hot Water	Cable/Satellite TV	Effective Date
	Row Townhouse 3 Bedroom (ROW3A)	50	75	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 Jan 2017
	Single Detached 3 Bedroom (SGL3A)	0	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 Jan 2017
<a href="#">Save</a> <a href="#">Cancel</a>	SGL3A	50	75	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 Jun 2017

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6 Save and Refresh

5

4

4

## STEP 4: Entering Co-op Units

### First year only:

Enter every unit in your co-op, even units with no rent supplement. Follow the order used in your books. The same order will be used in the on-line system as well as in the reports generated from the system (to change the order of units, see 'Changing the order of the list on page 9).

- 1 Choose **Co-op Units** in the **Housing Charges** drop-down menu.
- 2 Click on **Add new unit** on the bottom left of the screen.
- 3 Enter **Street Number**, **Street Address** and **Unit Number**.
- 4 Choose the right **Unit Code** for the unit from the drop-down list.
  - The **Unit Code** drop down menu is based on unit types and housing charge information previously entered in the **Housing Charges Summary** tab.
  - Missing a unit code? Check the accuracy of the entries you've made already. If you still don't see the code you need, go back to the **Housing Charges (Summary)** page and check the information there.

Welcome Rent Supplements **Housing Charges**▼

**Co-op Units**

Housing Charges  
Co-op Units ← 1  
Utilities

Enter every unit in your co-op, even units without a rent supplement. Follow the order used in your books. (To change the order of entered units, click on a row and drag it to the new location.) Choose the right unit code for each unit from the drop-down list. Don't see the unit code in the drop-down list? Check the accuracy of the entries you've already made. If you still don't see the code you need, go back to the "Housing Charges" page and check the information there.

[User Guide](#) [Tutorial Video](#)

Report Order	Street Number	Street Name	Unit Number	Unit Code	insert / remove
1 3 →	<input type="text"/>	<input type="text"/>	<input type="text"/>	\$747 Apartment - Walkup, 1 Bedroom, (APW1A) ↓ 4	insert / remove

[Add new unit](#) ← 2

- 5 Click **save** or **Add new unit**. If you make a mistake click **remove**. To insert a row, click **insert** on the row above.
  - When a row is added, the new line is pre-populated with the **Street Number** and **Street Name** from the previous row.
  - Click on **Street Number** and **Street Name** to make changes.
- 6 Repeat steps 2-5 for all units.
- 7 Click on **Save and Refresh** when you are finished entering all the unit information (top right corner).

Welcome Rent Supplements Housing Charges

### Co-op Units

**7** [Save and Refresh](#)

Enter every unit in your co-op, even units without a rent supplement. Follow the order used in your books. (To change the order of entered units, click on a row and drag it to the new location.) Choose the right unit code for each unit from the drop-down list. Don't see the unit code in the drop-down list? Check the accuracy of the entries you've already made. If you still don't see the code you need, go back to the "Housing Charges" page and check the information there.

[User Guide](#) [Tutorial Video](#)

Report Order	Street Number	Street Name	Unit Number	Unit Code	
1	111	Main Street	A	\$747 Apartment - Walkup, 1 Bedroom, (APW1A)	insert / remove
2	111	Main Street	B	<div style="border: 1px solid black; padding: 2px;">                     \$850 Apartment - Walkup, 2 Bedroom, (APW2A)                      \$896 Apartment - Walkup, 2 Bedroom, (APW2B)                      \$964 Apartment - Walkup, 3 Bedroom, (APW3A)                      \$782 Duplex, 1 Bedroom, (DUP1A)                      \$875 Duplex, 2 Bedroom, (DUP2A)                 </div>	save

[Add new unit](#)

**5** **5**

**6** **5**

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## Second and subsequent years:

Once you enter the initial information into the system (above) you'll only need to adjust this page if there are errors, your co-op gains or loses units, or you want to change the unit order.

## Changing the order of the list

- 1 To change the order of the list, hover the cursor near the **Report Order** number you want to move.
- 2 Click and hold the left mouse button while you drag the line to another row.
- 3 Click on **Save and Refresh** (top right corner).

Welcome Rent Supplements Housing Charges

### Co-op Units

[Save and Refresh](#) | [Cancel and Ref](#)

Enter every unit in your co-op, even units without a rent supplement. Follow the order used in your books. (To change the order of entered units, click on a row and drag it to the new location.) Choose the right unit code for each unit from the drop-down list. Don't see the unit code in the drop-down list? Check the accuracy of the entries you've already made. If you still don't see the code you need, go back to the "Housing Charges" page and check the information there.

[User Guide](#) [Tutorial Video](#)

Report Order	Street Number	Street Name	Unit Number	Unit Code	
1	111	Main Street	A	\$750 Apartment - Walkup, 1 Bedroom, (APW1A)	insert / remove
2	111	Main Street	B	\$1 Apartment - Walkup, 1 Bedroom, (APW1B)	insert / remove
3	111	Main Street	C	\$1 Apartment - Walkup, 1 Bedroom, (APW1C)	insert / remove
4	111	Main Street	D	\$1 Apartment - Walkup, 1 Bedroom, (APW1D)	insert / remove
5	111	Main Street	E	\$1 Row Townhouse, 3 Bedroom, (ROW3A)	insert / remove
6	111	Main Street	F	\$2 Apartment - Walkup, 1 Bedroom, (APW1E)	insert / remove
7	111	Main Street	G	\$2 Row Townhouse, 3 Bedroom, (ROW3B)	insert / remove
8	111	Main Street			save


[Add new unit](#)

**1&2**

Welcome Rent Supplements Housing Charges


### Co-op Units

Enter every unit in your co-op, even units without a rent supplement. Follow the order used in your books. (To change the order of entered units, click on a row and drag it to the new location.) Choose the right unit code for each unit from the drop-down list. Don't see the unit code in the drop-down list? Check the accuracy of the entries you've already made. If you still don't see the code you need, go back to the "Housing Charges" page and check the information there.

[Save and Refresh](#)  **3**

[User Guide](#) [Tutorial Video](#)

Report Order	Street Number	Street Name	Unit Number	Unit Code	
2	111	Main Street	B	\$1 Apartment - Walkup, 1 Bedroom, (APW1B)	insert / remove
3	111	Main Street	C	\$1 Apartment - Walkup, 1 Bedroom, (APW1C)	insert / remove
4	111	Main Street	D	\$1 Apartment - Walkup, 1 Bedroom, (APW1D)	insert / remove
5	111	Main Street	E	\$1 Row Townhouse, 3 Bedroom, (ROW3A)	insert / remove
6	111	Main Street	F	\$2 Apartment - Walkup, 1 Bedroom, (APW1E)	insert / remove
7	111	Main Street	G	\$2 Row Townhouse, 3 Bedroom, (ROW3B)	insert / remove
8	111	Main Street			save
1	111	Main Street	A	\$750 Apartment - Walkup, 1 Bedroom, (APW1A)	insert / remove

**2**  Unit A moved to the bottom

[Add new unit](#)


## STEP 5: Entering Initial Household Information

After entering unit information in the Co-op Unit List you are ready to enter information on households receiving rent supplement assistance.

- 1 Select **RS Units**.
- 2 Click **Go to** next to the address for which you want to enter information.
- 3 This takes you to the **Rent Supplement Claims** page.

Welcome Rent Supplements Housing Charges **RS Units** RS Households Annual Reconciliation Rep


### Rent Supplement Units

 **1**

Start your claim by clicking on "Go to" next to the first unit on the list that received a rent supplement during the year. To change the display order, go to "Co-op Units."

You can come here later to update or correct a rent supplement claim for a specific address.


[User Guide](#) [Tutorial Video](#)

<p>▼ Active Addresses</p> <p>1232 Main Street, Unit A</p>	<p>Action</p> <p><a href="#">Go to</a>  <b>2</b></p>
<p>▼ Inactive Addresses</p> <p>1232 Main Street, Unit B</p>	<p>Action</p> <p><a href="#">Go to</a></p>



## Effective Date





Select **Change** to enter the **Effective Date**. Then click on **Effective Date** to enter the date.

Welcome	Rent Supplements	Housing Charges▼	RS Units	RS Households	Annual Reconciliation	Reports
<b>Rent Supplement Claims</b>			<a href="#">Go to list of units</a>			
1232 Main Street, Unit A 3 Bedroom Row Townhouse			<a href="#">Go to next unit</a>			
<p>Enter an effective date to start your claim. Then go to the Household ID row and make a choice from the drop-down list. Enter the family type and complete the fields that follow. If two or more family units share the unit, enter each one separately. After entering the monthly assisted housing charge and a note (optional). (To protect privacy, the names you enter will not be visible to the Agency.)</p> <p>If the household's assisted charge changed during the year, click "Change" in the next column, enter the new effective date and again and enter the information for the new household. Where a vacancy followed the move-out or the new household did not re-occupy, enter the Household ID that applies.</p> <p>When you are done with one unit, click on "Go to next unit" to continue your claim.</p>						
<a href="#">User Guide</a> <a href="#">Tutorial Video</a>						
Effective Date			<a href="#">Change</a> 			
<b>Household ID</b>						

## Household Information

- 1 On the **Household ID** dropdown list select **Create New**.
- 2 Enter the **Household name**
  - This can be any name that is convenient for the co-op. It is highlighted blue because it is confidential information that only you and your auditor can see. The Agency and CMHC cannot see household names.
- 3 Enter the **Number of people living in the unit**. This includes all adults and children.
- 4 Click on **Save and refresh** (top right corner).
- 5 Enter the **Date of last income verification**.

**Note:** The system will generate a unique and unchanging **Household ID**. You can change the Household Name but this means that all past and future records will be changed to the new name.

Welcome	Rent Supplements	Housing Charges▼	RS Units	RS Households	Annual Reconciliation
<b>Rent Supplement Claims</b>			<a href="#">Go to list of units</a>	4 	<a href="#">Save</a>
1232 Main Street, Unit B 3 Bedroom Single Detached			<a href="#">Go to next unit</a>		
<p>Enter an effective date to start your claim. Then go to the Household ID row and make a choice from the drop-down family type and complete the fields that follow. If two or more family units share the unit, enter each one separate the monthly assisted housing charge and a note (optional). (To protect privacy, the names you enter will not be vis</p> <p>If the household's assisted charge changed during the year, click "Change" in the next column, enter the new effect again and enter the information for the new household. Where a vacancy followed the move-out or the new house Household ID that applies.</p> <p>When you are done with one unit, click on "Go to next unit" to continue your claim.</p>					
<p><a href="#">User Guide</a>   <a href="#">Tutorial Video</a></p>					
Effective Date	<input type="text" value="1 Jan 2017"/>				
<b>Household ID</b>	<input type="text" value="Create New"/>  <b>1</b>				
<b>Household Information</b>					
Household name	<input type="text" value="Brown"/>  <b>2</b>				
Number of people living in unit	<input type="text" value="4"/>  <b>3</b>				

## Income Information

- 1 Click **Add a family unit** (if two or more families live in the household, enter each family unit separately):
  - a Click **Household ID** and select the one available option.
  - b **Effective Date** displays and no action is needed.
  - c Select the **Family unit type** from the drop-down menu.

**Family unit:** A person or couple and dependants living in a unit.

[Welcome](#)   [Rent Supplements](#)   [Housing Charges](#) ▾   **RS Units**   [RS Households](#)   [Annual Reconciliation](#)   [Reports](#)

**Rent Supplement Claims**   [Go to list of units](#)  
[Go to next unit](#)

Enter an effective date to start your claim. Then go to the Household ID row and make a choice from the drop-down list. Enter the household information, family type and complete the fields that follow. If two or more family units share the unit, enter each one separately. After entering the household information, enter the monthly assisted housing charge and a note (optional). (To protect privacy, the names you enter will not be visible to the Agency.)

If the household's assisted charge changed during the year, click "Change" in the next column, enter the new effective date and continue. If during the year the household moved, click "Change" again and enter the information for the new household. Where a vacancy followed the move-out or the new household did not receive a rent supplement, enter the Household ID that applies.

When you are done with one unit, click on "Go to next unit" to continue your claim.

[User Guide](#)   [Tutorial Video](#)

Effective Date	1 Jan 2017	1 Aug 2018 <span style="color: red;">✗</span>	<a href="#">Change</a>
Household ID	WTW		
<b>Household Information</b>			
Household name			
Number of people living in unit			
Date of last income verification	31 Oct 2017		
<b>Income Information</b>			
Family unit type	1-parent family		
Social assistance?	ODSP		
Social assistance beneficiaries	2		
Number of dependants			
Name (parent)	CATHY		
Monthly adjusted income			
Remove this family	<input type="checkbox"/>		
<a href="#">Add secondary occupant with income</a>			
Family unit type	1 person		
Social assistance?	ODSP		
Social assistance beneficiaries	1		
Name			
Monthly adjusted income	0	0	
Remove this family	<input type="checkbox"/>		

**Family Unit** ✕

Household ID	WTW ▾
Effective Date	1 Aug 2018 ▾
Family unit type	1-parent family ▾
Social assistance?	1-parent family
Social assistance beneficiaries	2-parent family
Number of dependants	Couple
Name (parent)	1 person
Monthly adjusted income	

[Save family unit](#)

a  
b  
c

[Add a family unit](#) ← 1

- d** Click on **Social Assistance?** and choose the option that applies from the drop-down menu.
- e** If applicable, enter the **Number of beneficiaries** and **Number of dependants**.
- f** Enter the **Name(s)** and **Monthly adjusted income**.
- g** Click **Save family unit**.

[Welcome](#)   [Rent Supplements](#)   [Housing Charges](#) ▾   **RS Units**   [RS Households](#)   [Annual Reconciliation](#)   [Reports](#)

### Rent Supplement Claims

[Go to list of units](#)  
[Go to next unit](#)

Enter an effective date to start your claim. Then go to the Household ID row and make a choice from the drop-down list. Enter the household information, family type and complete the fields that follow. If two or more family units share the unit, enter each one separately. After entering the household information, the monthly assisted housing charge and a note (optional). (To protect privacy, the names you enter will not be visible to the Agency.)

If the household's assisted charge changed during the year, click "Change" in the next column, enter the new effective date and continue. If during the year the household ID changed, click "Change" again and enter the information for the new household. Where a vacancy followed the move-out or the new household did not receive a rent supplement, enter the Household ID that applies.

When you are done with one unit, click on "Go to next unit" to continue your claim.

[User Guide](#)   [Tutorial Video](#)

Effective Date	1 Jan 2017	1 Aug 2018 <span style="color: red;">✗</span>	<a href="#">Change</a>
Household ID	WTW		
<b>Household Information</b>			
Household name			
Number of people living in unit			
Date of last income verification	31 Oct 2017		
<b>Income Information</b>			
Family unit type	1-parent family		
Social assistance?	ODSP		
Social assistance beneficiaries	2		
Number of dependants			
Name (parent)	CATHY		
Monthly adjusted income			
Remove this family	<input type="checkbox"/>		
<a href="#">Add secondary occupant with income</a>			
Family unit type	1 person		
Social assistance?	ODSP		
Social assistance beneficiaries	1		
Name			
Monthly adjusted income	0		

**Family Unit** ✕

Household ID	WTW	▾
Effective Date	1 Aug 2018	▾
Family unit type	1-parent family	▾
Social assistance?		▾
Social assistance beneficiaries	2	▾
Number of dependants		▾
Name (parent)		▾
Monthly adjusted income		▾

[Save family unit](#) g



- 2 If applicable to one or more dependants select **Add secondary occupant with income** (secondary occupant is not applicable in PEI)
- 3 **a** Select the **Effective Date** from the drop-down menu.  
**b** Enter the **Name** and **Monthly adjusted income**.  
**c** Click **Save secondary occupant**.
- 4 If two or more family units share the unit, repeat the previous two steps for each family unit.

The screenshot displays a web form for online rent supplement claims. The main form is titled 'Household ID' and contains sections for 'Household Information', 'Income Information', and 'Unit Information'. A red arrow labeled '2' points to the link 'Add secondary occupant with income' in the 'Income Information' section. A dialog box titled 'Secondary Occupant' is open, showing fields for 'Effective Date', 'Name', and 'Monthly adjusted income'. A red arrow labeled 'a' points to the 'Effective Date' dropdown menu (set to '01 Jan 2017'), a red arrow labeled 'b' points to the 'Name' text input field (containing 'Bob'), and another red arrow labeled 'b' points to the 'Monthly adjusted income' text input field (containing '350'). A red arrow labeled 'c' points to the 'Save secondary occupant' button at the bottom of the dialog box.

Field	Value
Household ID	WTB
Household name	Brown
Number of people living in unit	4
Date of last income verification	
Family unit type	2-parent family
Social assistance?	ODSP
Social assistance beneficiaries	4
Number of dependants	2
Name (parent one)	Anna
Monthly adjusted income	1,000
Name (parent two)	Frank
Monthly adjusted income	500
Remove this family	<input type="checkbox"/>
Utility allowance	
Utility charge	
Overhousing surcharge	
Assisted housing charge	3
Full housing charge	1,83
Rent supplement	1,80

## Unit Information

- 1 Enter an **Overhousing surcharge** if applicable.
- 2 Enter the monthly **Assisted housing charge**.
- 3 Confirm that the automatically calculated **Rent Supplement** amount matches the co-op's records.
- 4 You can add optional **Notes**. (To make the **notes** area bigger, click on the bottom right corner while holding the left mouse button)
- 5 Enter **Completed by** and **Position**. You only need to do this once for each session.

Household name	Brown	
Number of people living in unit		4
Date of last income verification		
<b>Income Information</b>		
Family unit type	2-parent family	
Social assistance?	ODSP	▼
Social assistance beneficiaries	4	▼
Number of dependants		2
Name (parent one)	Anna	
Monthly adjusted income		1,000
Name (parent two)	Frank	
Monthly adjusted income		500
Secondary occupant name	Bob	x
Monthly adjusted income		350
Remove this family		<input type="checkbox"/>
<a href="#">Add secondary occupant with income</a>		
<a href="#">Add a family unit</a>		
<b>Unit Information</b>		
Utility allowance		0
Utility charge		0
Overhousing surcharge		0 <b>1</b>
Assisted housing charge		32 <b>2</b>
Full housing charge		1,836
Rent supplement		1,804 <b>3</b>
Notes (optional)		<b>4</b>
Completed by	Jill	<b>5</b>
Position	Manager	
Entry date		28 Jul 2017

6 Go to the top of the screen and click **Save and Refresh**.

7 Select **Go to next unit** to continue in order or **Go to list of units**.

Welcome Rent Supplements Housing Charges▼ **RS Units** RS Households Annual Reconciliation Reports

### Rent Supplement Claims

1232 Main Street, Unit B  
3 Bedroom Single Detached

[Go to list of units](#) [Go to next unit](#) [Save and Refresh](#)

Enter an effective date to start your claim. Then go to the Household ID row and make a choice from the drop-down list. Enter family type and complete the fields that follow. If two or more family units share the unit, enter each one separately. After enter the monthly assisted housing charge and a note (optional). (To protect privacy, the names you enter will not be visible to the household.)

If the household's assisted charge changed during the year, click "Change" in the next column, enter the new effective date again and enter the information for the new household. Where a vacancy followed the move-out or the new household did not apply, Household ID that applies.

When you are done with one unit, click on "Go to next unit" to continue your claim.

[User Guide](#) [Tutorial Video](#)

Effective Date: 1 Jan 2017 ✖ [Change](#)

Household ID: WTB

**Household Information**

Household name: Brown

Number of people living in unit: 4

Date of last income verification: [ ]

**Income Information**

Family unit type: 2-parent family

Social assistance?: ODSP ▼

Social assistance beneficiaries: 4 ▼

Number of dependants: 2

## STEP 6: Entering Changes


The following scenarios all start at the applicable [Rent Supplement Claims](#) page. (See Step 5: Entering Initial Household Information, steps 1-4 if needed.)

### Notes:

1. Only enter changes that result in a change to the [Assisted housing charge](#).
2. The Effective Date to enter when a household moves out depends on whether another assisted household immediately moves in.
3. For mid-month changes, all values must be entered as if they were for the entire month. The effective date will determine the partial month calculation.

## Scenario 1: The household composition changes

- 1 Click [Change](#) (to the right of the Effective Date columns).

Welcome	Rent Supplements	Housing Charges▼	RS Units	RS Households	Annual Reconciliation	Reports
<b>Rent Supplement Claims</b>			<a href="#">Go to list of units</a>			
1232 Main Street, Unit A 3 Bedroom Row Townhouse			<a href="#">Go to next unit</a>			
<p>Enter an effective date to start your claim. Then go to the Household ID row and make a choice from the drop-down list. Enter family type and complete the fields that follow. If two or more family units share the unit, enter each one separately. After enter the monthly assisted housing charge and a note (optional). (To protect privacy, the names you enter will not be visible to the A</p> <p>If the household's assisted charge changed during the year, click "Change" in the next column, enter the new effective date again and enter the information for the new household. Where a vacancy followed the move-out or the new household did not Household ID that applies.</p> <p>When you are done with one unit, click on "Go to next unit" to continue your claim.</p> <p><a href="#">User Guide</a> <a href="#">Tutorial Video</a></p>						
Effective Date	<input type="text" value="1 Jul 2017"/>	<input type="button" value="X"/>	<a href="#">Change</a>		<b>1</b>	
<b>Household ID</b>	<input type="text" value="WTD"/>					
<b>Household Information</b>						
Household name	<input type="text" value="Robson"/>					
Number of people living in unit	<input type="text" value="3"/>					
Date of last income verification	<input type="text" value="1 Jun 2017"/>					
<b>Income Information</b>						
Family unit type	<input type="text" value="Couple"/>					
Social assistance?	<input type="text" value="Ontario Works 2"/>					
Social assistance beneficiaries	<input type="text" value="2"/>					



2 Select **Click to Select** to enter the **Effective Date**.

[Welcome](#)
[Rent Supplements](#)
[Housing Charges▼](#)
[RS Units](#)
[RS Households](#)
[Annual Reconciliation](#)
[Reports](#)

### Rent Supplement Claims

[Go to list of units](#)  
[Go to next unit](#)

1232 Main Street, Unit A  
3 Bedroom Row Townhouse

Enter an effective date to start your claim. Then go to the Household ID row and make a choice from the drop-down list. Enter the family type and complete the fields that follow. If two or more family units share the unit, enter each one separately. After enter the monthly assisted housing charge and a note (optional). (To protect privacy, the names you enter will not be visible to the Agency.)

If the household's assisted charge changed during the year, click "Change" in the next column, enter the new effective date and again and enter the information for the new household. Where a vacancy followed the move-out or the new household did not receive a Household ID that applies.

When you are done with one unit, click on "Go to next unit" to continue your claim.

[User Guide](#)
[Tutorial Video](#)

Effective Date  ✘

Household ID

**Household Information**

Household name

Number of people living in unit

Date of last income verification

**Income Information**

Family unit type

Social assistance?

Social assistance beneficiaries

Name (person one)

Monthly adjusted income

Name (person two)

Monthly adjusted income

Click to select ← 2

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

**Note:** A move-out happens on one day and the move-in date is always the following day.

**3** Select **Household ID** (Select the same ID as the column to the left).

[Welcome](#)   [Rent Supplements](#)   [Housing Charges▼](#)   **RS Units**   [RS Households](#)   [Annual Reconciliation](#)   [Reports](#)

### Rent Supplement Claims

[Go to list of units](#)  
[Go to next unit](#)

1232 Main Street, Unit A  
3 Bedroom Row Townhouse

Enter an effective date to start your claim. Then go to the Household ID row and make a choice from the drop-down list. Enter the family type and complete the fields that follow. If two or more family units share the unit, enter each one separately. After entering the monthly assisted housing charge and a note (optional). (To protect privacy, the names you enter will not be visible to the Agent)

If the household's assisted charge changed during the year, click "Change" in the next column, enter the new effective date and cor again and enter the information for the new household. Where a vacancy followed the move-out or the new household did not receive Household ID that applies.

When you are done with one unit, click on "Go to next unit" to continue your claim.

[User Guide](#)   [Tutorial Video](#)

Effective Date: 1 Jul 2017 ✘   1 Aug 2017

Household ID: **WTD**   **Household ID** ▼

**Household Information**

Household name: Robson

Number of people living in unit: 3

Date of last income verification: 1 Jun 2017

**Income Information**

Family unit type: Couple

Social assistance?: Ontario Works 2 ▼

Social assistance beneficiaries: 2 ▼


Name (person one): Anna

Monthly adjusted income: 1,400

Name (person two): Frank

Monthly adjusted income: 500


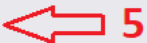

Remove this family: [X]



Note: There are a few options to select with **Household ID**

1. If the household moving in wasn't receiving rent supplement before, select "Create New."
2. If the household moving in was receiving rent supplement before, select Household ID from the drop-down list (provided that you have moved them out of their previous unit)
3. If the unit is remaining vacant for any period of time select one of the applicable "Vacant" options.
4. If the new household moving in isn't receiving rent supplement, select "No RS Household."

- 4 Click **Save and Refresh** (top right corner).
- 5 Update the **Number of people living in unit**.
- 6 Add the date of the last income verification.
- 7 Update the **Income Information** section, including:
  - a Social assistance
  - b Change(s) in income
- 8 Click **Save and Refresh**.


Welcome	Rent Supplements	Housing Charges▼	RS Units	RS Households	Annual Reconciliation	Reports
<b>Rent Supplement Claims</b>			<a href="#">Go to list of units</a>	<b>4 &amp; 8</b>  <a href="#">Save and Refresh</a>		
1232 Main Street, Unit B 3 Bedroom Single Detached			<a href="#">Go to next unit</a>			
<p>Enter an effective date to start your claim. Then go to the Household ID row and make a choice from the drop-down list. Enter the family type and complete the fields that follow. If two or more family units share the unit, enter each one separately. After entering the monthly assisted housing charge and a note (optional). (To protect privacy, the names you enter will not be visible to the Agency.)</p> <p>If the household's assisted charge changed during the year, click "Change" in the next column, enter the new effective date and complete the information again and enter the information for the new household. Where a vacancy followed the move-out or the new household did not receive a Household ID that applies.</p> <p>When you are done with one unit, click on "Go to next unit" to continue your claim.</p>						
<a href="#">User Guide</a> <a href="#">Tutorial Video</a>						
Effective Date	<input type="text" value="1 Jan 2017"/>	<input type="text" value="1 Jun 2017"/>	<input type="text" value="Change"/>			
Household ID	<input type="text" value="WTB"/>	<input type="text" value="WTB"/>				
<b>Household Information</b>						
Household name	<input type="text" value="Robson"/>	<input type="text" value="Robson"/>				
Number of people living in unit	<input type="text" value="4"/>	<input type="text" value="3"/>	 <b>5</b>			
Date of last income verification	<input type="text" value="1 Dec 2016"/>	<input type="text"/>	 <b>6</b>			
<b>Income Information</b>						
Family unit type	<input type="text" value="2-parent family"/>	<input type="text" value="2-parent family"/>				
Social assistance?	<input type="text" value="ODSP"/>	<input type="text" value="ODSP"/>	<b>7a</b>			
Social assistance beneficiaries	<input type="text" value="4"/>	<input type="text" value="3"/>				
Number of dependants	<input type="text" value="2"/>	<input type="text" value="2"/>				
Name (parent one)	<input type="text" value="Anna"/>	<input type="text" value="Anna"/>				
Monthly adjusted income	<input type="text"/>	<input type="text"/>	<b>7b</b>			
Name (parent two)	<input type="text" value="Frank"/>	<input type="text" value="Frank"/>				
Monthly adjusted income	<input type="text" value="500"/>	<input type="text" value="500"/>				

**Note:** Unless there is additional income outside of social assistance, the monthly adjusted income will be zero.

## Scenario 2a: A household moves out with no immediate move-in

If another assisted household does not immediately move in:

1 Click **Change**. (right of the Effective Date columns)

Welcome	Rent Supplements	Housing Charges▼	RS Units	RS Households	Annual Reconciliation	Reports
<b>Rent Supplement Claims</b>			<a href="#">Go to list of units</a>			
1232 Main Street, Unit A 3 Bedroom Row Townhouse			<a href="#">Go to next unit</a>			
<p>Enter an effective date to start your claim. Then go to the Household ID row and make a choice from the drop-down list. Enter family type and complete the fields that follow. If two or more family units share the unit, enter each one separately. After entering the monthly assisted housing charge and a note (optional). (To protect privacy, the names you enter will not be visible to the A</p> <p>If the household's assisted charge changed during the year, click "Change" in the next column, enter the new effective date and again and enter the information for the new household. Where a vacancy followed the move-out or the new household did not Household ID that applies.</p> <p>When you are done with one unit, click on "Go to next unit" to continue your claim.</p>						
<p><a href="#">User Guide</a>   <a href="#">Tutorial Video</a></p>						
Effective Date	<input type="text" value="1 Jul 2017"/>	<input type="button" value="X"/>	<a href="#">Change</a>		<b>1</b>	
Household ID	<input type="text" value="WTD"/>					
<b>Household Information</b>						
Household name	<input type="text" value="Robson"/>					
Number of people living in unit	<input type="text" value="3"/>					
Date of last income verification	<input type="text" value="1 Jun 2017"/>					
<b>Income Information</b>						
Family unit type	<input type="text" value="Couple"/>					
Social assistance?	<input type="text" value="Ontario Works 2"/>					
Social assistance beneficiaries	<input type="text" value="2"/>					



2 Select **Click to Select** to enter the **Effective Date**.

Welcome Rent Supplements Housing Charges▼ **RS Units** RS Households Annual Reconciliation Reports

### Rent Supplement Claims

[Go to list of units](#)  
[Go to next unit](#)

1232 Main Street, Unit A  
 3 Bedroom Row Townhouse

Enter an effective date to start your claim. Then go to the Household ID row and make a choice from the drop-down list. Enter the family type and complete the fields that follow. If two or more family units share the unit, enter each one separately. After entering the monthly assisted housing charge and a note (optional). (To protect privacy, the names you enter will not be visible to the Agency.)

If the household's assisted charge changed during the year, click "Change" in the next column, enter the new effective date and again and enter the information for the new household. Where a vacancy followed the move-out or the new household did not reside in the unit, enter the Household ID that applies.

When you are done with one unit, click on "Go to next unit" to continue your claim.

[User Guide](#) [Tutorial Video](#)

Effective Date  ❌

Household ID

**Household Information**

Household name

Number of people living in unit

Date of last income verification

**Income Information**

Family unit type

Social assistance?

Social assistance beneficiaries


Name (person one)

Monthly adjusted income

Name (person two)

Monthly adjusted income

Select 30 June 2017 for scenario 2a and 1 July 2017 for scenario 2b.

Click to select  2

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

**3** Select the applicable option from the **Household ID** drop down list:

- i Vacant, RS 2 mo continue:** If proper notice wasn't given and the unit qualifies for up to 2 months of vacancy loss.
- ii Vacant, RS ½ mo continue:** If proper notice was given and the unit qualifies for up to ½ month of vacancy loss.
- iii No RS household:** If a non-RS household moves in on the Effective Date or the unit does not qualify for either vacancy loss.

**4** Click on **Save and Refresh**.

Welcome	Rent Supplements	Housing Charges▼	RS Units	RS Households	Annual Reconciliation	Reports
---------	------------------	------------------	----------	---------------	-----------------------	---------

**Rent Supplement Claims**

1232 Main Street, Unit B  
3 Bedroom Single Detached

[Go to list of units](#)

[Go to next unit](#)

**4** [Save and Refresh](#)

Enter an effective date to start your claim. Then go to the Household ID row and make a choice from the drop-down list. Enter the family type and complete the fields that follow. If two or more family units share the unit, enter each one separately. After entering the monthly assisted housing charge and a note (optional). (To protect privacy, the names you enter will not be visible to the Agency.)

If the household's assisted charge changed during the year, click "Change" in the next column, enter the new effective date and continue again and enter the information for the new household. Where a vacancy followed the move-out or the new household did not receive a Household ID that applies.

When you are done with one unit, click on "Go to next unit" to continue your claim.

[User Guide](#) [Tutorial Video](#)

Effective Date	1 Jan 2017 <span style="color: red;">✖</span>	1 May 2017
<b>Household ID</b>	WTB	<div style="border: 1px solid black; padding: 2px;">             WTB ▼              Create New  <b>WTB</b>              Vacant, RS 2 mo continue              Vacant, RS 1/2 mo continue              No RS Household              WTD           </div>
<b>Household Information</b>		
Household name	Robson	
Number of people living in unit	4	
Date of last income verification	1 Dec 2016	
<b>Income Information</b>		
Family unit type	2-parent family	

**3**

## Scenario 2b: A household moves out with an immediate move-in

- 1 If another assisted household immediately moves in:
  - i Select the **Household ID** of the incoming household if it is on the drop down list (*Note that a household that is changing units must be entered as moved out of the old unit before it becomes available on the drop down list to be moved into its new unit.*)
  - ii Otherwise select **Create New** and go to **Step 5: Entering Initial Household Information – Household Information** and continue with: **7. Enter the Household name**
- 2 Click on **Save and Refresh**

### Notes:

- 1 If another assisted household moves in immediately on the first of the month, the Effective Date to be entered is the last day of the previous month. However, if another assisted household does not immediately move in, the Effective Date is the first of the month.
- 2 If there is any kind of rent supplement continuance you will need to write a note in the notes section explaining the reason for the continuance.

Welcome	Rent Supplements	Housing Charges▼	RS Units	RS Households	Annual Reconciliation	Reports
<b>Rent Supplement Claims</b>			<a href="#">Go to list of units</a>			
1232 Main Street, Unit B 3 Bedroom Single Detached			<a href="#">Go to next unit</a>	2 <a href="#">Save and Refresh</a>		
<p>Enter an effective date to start your claim. Then go to the Household ID row and make a choice from the drop-down list. Enter the family type and complete the fields that follow. If two or more family units share the unit, enter each one separately. After entering the monthly assisted housing charge and a note (optional). (To protect privacy, the names you enter will not be visible to the Agency.)</p> <p>If the household's assisted charge changed during the year, click "Change" in the next column, enter the new effective date and continue again and enter the information for the new household. Where a vacancy followed the move-out or the new household did not receive a Household ID that applies.</p> <p>When you are done with one unit, click on "Go to next unit" to continue your claim.</p>						
<p><a href="#">User Guide</a>   <a href="#">Tutorial Video</a></p>						
Effective Date	<input type="text" value="1 Jan 2017"/>	<input type="text" value="1 May 2017"/>				
Household ID	<input type="text" value="WTB"/>	<input type="text" value="WTB"/>				
<b>Household Information</b>			<div style="border: 1px solid black; padding: 5px;">                     Create New  <b>WTB</b>  1                      Vacant, RS 2 mo continue                      Vacant, RS 1/2 mo continue                      No RS Household                      WTD                 </div>			
Household name	<input type="text" value="Robson"/>					
Number of people living in unit	<input type="text" value="4"/>					
Date of last income verification	<input type="text" value="1 Dec 2016"/>					
<b>Income Information</b>						
Family unit type	<input type="text" value="2-parent family"/>					

## Scenario 3: A new household moves into a unit

When you move a new household in make sure you move out the previous household first.

- 1 Enter the effective date (first day of the month)
- 2 Follow the steps in Step 5
- 3 On the **Household ID** dropdown list select one of the following:
  - a **Create New** if the household moving in has never received rent supplement before
  - b If the household has received rent supplement before and you have moved them out of their previous unit their household ID will appear on the drop-down list.
  - c Select **No RS Household** if the household moving in is not going to be receiving rent supplement.

## Scenario 4: A second family moves into a unit

If two or more families share a co-op unit, you need to enter each family separately.

- 1 Go to **Step 5: Entering Initial Household Information – Income Information** and continue with **Add a Family Unit**.

The screenshot shows a web form for entering household information. The main form includes sections for Effective Date, Household ID, Household Information, Income Information, and Unit Information. A modal window titled 'Family Unit' is open, displaying a dropdown menu for 'Family unit type' with options: 1-parent family, 2-parent family, Couple, and 1 person. Red arrows point to the 'Add a family unit' link in the main form and the 'Family unit type' dropdown in the modal.



## Scenario 5: A family unit moves out of a unit with multiple families

- 1 Click **Change**. (right of the Effective Date columns)
- 2 Select **Click to Select** to enter the **Effective Date**.

[User Guide](#) [Tutorial Video](#) **The "Change" button becomes "Click to Select" after you click on it.**

Effective Date:  ✕ [Change](#) **1**

Household ID:

**Household Information**

Household name:

Number of people living in unit:

Date of last income verification:

**Income Information**

Family unit type:

Social assistance?:

Social assistance beneficiaries:

Number of dependants:

Name (parent one):

Monthly adjusted income:

Name (parent two):

Monthly adjusted income:

Secondary occupant name:  x

Monthly adjusted income:

Remove this family:

[Add secondary occupant with income](#)

Family unit type:

Social assistance?:

Social assistance beneficiaries:

Number of dependants:

**2**

Apr 2017


Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

- 3 Select **Household ID** (no change – same ID as on column to the left)
- 4 Click on **Save and Refresh**.

Welcome Rent Supplements Housing Charges▼ **RS Units** RS Households Annual Reconciliation Reports

### Rent Supplement Claims

1232 Main Street, Unit B  
3 Bedroom Single Detached


[Go to list of units](#) [Go to next unit](#) **4**  [Save and Refresh](#)

Enter an effective date to start your claim. Then go to the Household ID row and make a choice from the drop-down list. Enter the household name, family type and complete the fields that follow. If two or more family units share the unit, enter each one separately. After entering the monthly assisted housing charge and a note (optional). (To protect privacy, the names you enter will not be visible to the Agency.)

If the household's assisted charge changed during the year, click "Change" in the next column, enter the new effective date and continue again and enter the information for the new household. Where a vacancy followed the move-out or the new household did not receive a Household ID that applies.

When you are done with one unit, click on "Go to next unit" to continue your claim.

[User Guide](#) [Tutorial Video](#)

Effective Date: 1 Jan 2017  1 May 2017

**Household ID**: WTB

**Household Information**

Household name: Brown

Number of people living in unit: 6

Date of last income verification: 1 Dec 2016


**Income Information**

Family unit type: 2-parent family

Social assistance?: ODSP


Social assistance beneficiaries: 4








Number of dependants: 2

 **3**

- 5 Update the **Number of people living in unit**.
- 6 Add the date of the last income verification.
- 7 On the **Remove this family** line, in the new column, click on the checkbox
- 8 Click **Save and Refresh**.

[User Guide](#) [Tutorial Video](#)




**8**  [Save and Refresh](#)

Effective Date	1 Jan 2017 	1 May 2017 	<a href="#">Change</a>
Household ID	WTB	WTB	
<b>Household Information</b>			
Household name	Brown	Brown	
Number of people living in unit	6	4	<b>5</b> 
Date of last income verification	1 Dec 2016	1 May 2017	<b>6</b> 
<b>Income Information</b>			
Family unit type	2-parent family	2-parent family	
Social assistance?	ODSP	ODSP	
Social assistance beneficiaries	4	4	
Number of dependants	2	2	
Name (parent one)	Anna	Anna	
Monthly adjusted income	1,000	1,000	
Name (parent two)	Frank	Frank	
Monthly adjusted income	500	500	
Secondary occupant name	Bob 	Bob 	
Monthly adjusted income	350	350	
Remove this family	<input type="checkbox"/>	<input type="checkbox"/>	
<a href="#">Add secondary occupant with income</a>			
Family unit type	1-parent family	1-parent family	
Social assistance?	Ontario Works 1	Ontario Works 1	
Social assistance beneficiaries	2	2	
Number of dependants	1	1	
Name (parent)	Carol	Carol	
Monthly adjusted income	750	750	
Remove this family	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<b>7</b> 
<a href="#">Add secondary occupant with income</a>			

## Scenario 6: One of the parents from a two-parent family moves out

- 1 Click **Change**. (right of the Effective Date columns)
- 2 Select **Click to Select** to enter the **Effective Date**.

[User Guide](#) [Tutorial Video](#) **The "Change" button becomes "Click to Select" after you click on it.**

Effective Date: 1 Jan 2017  **Change**  **Click to select** 

Household ID: WTB

**Household Information**

Household name: Brown

Number of people living in unit: 6

Date of last income verification: 1 Dec 2016

**Income Information**

Family unit type: 2-parent family

Social assistance?: ODSP


Social assistance beneficiaries: 4

Calendar: Apr 2017

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

- 3 Select **Household ID** (no change – same ID as on column to the left)
- 4 Click on **Save and Refresh**.

Welcome Rent Supplements Housing Charges **RS Units** RS Households Annual Reconciliation Reports

**Rent Supplement Claims** [Go to list of units](#) [Go to next unit](#) **4**  [Save and Refresh](#)


1232 Main Street, Unit B  
3 Bedroom Single Detached


Enter an effective date to start your claim. Then go to the Household ID row and make a choice from the drop-down list. Enter the household name, family type and complete the fields that follow. If two or more family units share the unit, enter each one separately. After entering the monthly assisted housing charge and a note (optional). (To protect privacy, the names you enter will not be visible to the Agency.)

If the household's assisted charge changed during the year, click "Change" in the next column, enter the new effective date and complete the information for the new household. Where a vacancy followed the move-out or the new household did not receive a Household ID that applies.

When you are done with one unit, click on "Go to next unit" to continue your claim.

[User Guide](#) [Tutorial Video](#)

Effective Date: 1 Jan 2017  1 Apr 2017

Household ID: WTB WTB 

**Household Information**

Household name: Brown Brown

Number of people living in unit: 4 4


Date of last income verification: 1 Dec 2016



- 5 Update the **Number of people living in unit**.
- 6 Add the date of the last income verification.
- 7 Click **Save and Refresh**.

[Welcome](#)
[Rent Supplements](#)
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[RS Units](#)
[RS Households](#)
[Annual Reconciliation](#)
[Reports](#)

### Rent Supplement Claims

[Go to list of units](#)
7  [Save and Refresh](#)

1232 Main Street, Unit B  
3 Bedroom Single Detached





[Go to next unit](#)

Enter an effective date to start your claim. Then go to the Household ID row and make a choice from the drop-down list. Enter the family type and complete the fields that follow. If two or more family units share the unit, enter each one separately. After entering the monthly assisted housing charge and a note (optional). (To protect privacy, the names you enter will not be visible to the Ager


If the household's assisted charge changed during the year, click "Change" in the next column, enter the new effective date and cc again and enter the information for the new household. Where a vacancy followed the move-out or the new household did not rec Household ID that applies.

When you are done with one unit, click on "Go to next unit" to continue your claim.










[User Guide](#)
[Tutorial Video](#)

Effective Date	1 Jan 2017 	1 Apr 2017 	<a href="#">Change</a>
<b>Household ID</b>	WTB	WTB	
<b>Household Information</b>			
Household name	Brown	Brown	
Number of people living in unit	4	4	 5
Date of last income verification	1 Dec 2016	1 Apr 2017	 6
<b>Income Information</b>			
Family unit type	2-parent family	2-parent family	
Social assistance?	ODSP	ODSP	

- 8 On the **Remove this family** line of the **Two-parent family**, in the new column, click on the checkbox.
- 9 Click **Save and Refresh**.

When you are done with one unit, click on "Go to next unit" to continue your claim. 9  [Save and Refresh](#) |

[User Guide](#) [Tutorial Video](#)

Effective Date	1 Jan 2017 	1 Apr 2017 	<a href="#">Change</a>
Household ID	WTB	WTB	
<b>Household Information</b>			
Household name	Brown	Brown	
Number of people living in unit	4	4	
Date of last income verification	1 Dec 2016	1 Apr 2017	
<b>Income Information</b>			
Family unit type	2-parent family	2-parent family	
Social assistance?	ODSP 	ODSP 	
Social assistance beneficiaries	4 	4 	
Number of dependants	2	2	
Name (parent one)	Anna	Anna	
Monthly adjusted income	1,000	1,000	
Name (parent two)	Frank	Frank	
Monthly adjusted income	500	500	
Secondary occupant name	Bob 	Bob 	
Monthly adjusted income	350	350	
Remove this family	<input type="checkbox"/>	<input checked="" type="checkbox"/>	8 
<a href="#">Add secondary occupant with income</a>			

**10** Click **Add a family unit**.

**a** Select the applicable **Household ID**

**b** Select **Effective Date**

**c** Select **One-parent family** from the drop-down menu.

**d** Complete the rest of the items for the remaining members of the family.

**e** Click **Save Family Unit**.

The screenshot shows the 'Add a family unit' process in the online rent supplement claims system. The main page has a sidebar with 'Add a family unit' highlighted by a red arrow and the number '10'. A 'Family Unit' modal window is open, showing fields for Household ID, Effective Date, Family unit type, Social assistance?, Social assistance beneficiaries, Number of dependants, Name (parent), and Monthly adjusted income. Red arrows labeled 'a' through 'e' point to the corresponding fields and the 'Save family unit' button.

Field	Value
Household ID	WTB
Effective Date	01 Apr 2017
Family unit type	1-parent family
Social assistance?	Ontario Works 1
Social assistance beneficiaries	
Number of dependants	
Name (parent)	
Monthly adjusted income	

11 If applicable to one or more dependants select **Add Secondary Occupant with income**.

a Select **Effective Date**

b Enter the **Name** and **Monthly adjusted income**.

c Click **Save secondary occupant**.

12 Click **Save and Refresh**.

The screenshot shows the 'Rent Supplement Claims' interface. At the top, there are navigation tabs: Welcome, Rent Supplements, Housing Charges, RS Units (selected), RS Households, Annual Reconciliation, and Reports. The main heading is 'Rent Supplement Claims' with links for 'Go to list of units' and 'Go to next unit'. A red arrow labeled '12' points to a 'Save and Refresh' button. Below the heading, the address is listed as '1232 Main Street, Unit A, 3 Bedroom Row Townhouse'. Instructions explain how to enter an effective date and household information, and how to handle changes during the year. A 'User Guide' and 'Tutorial Video' link are provided. The main form has sections for 'Effective Date' (1 Jul 2017), 'Household ID' (WTD), 'Household Information' (Brown, 3 people, 1 Jun 2017), and 'Income Information' (Couple, Ontario Works 2). A 'Secondary Occupant' modal window is open, containing fields for 'Effective Date' (01 Jul 2017), 'Name' (John), and 'Monthly adjusted income' (250), with a 'Save secondary occupant' button. Red letters 'a', 'b', and 'c' are overlaid on the form to indicate the steps described in the text.



## Scenario 7: A secondary occupant with income is added

A secondary occupant, always counted as a dependant, is also listed as a secondary occupant only if they have adjusted income. (not applicable in PEI)

Follow steps in item 11 above.

## Scenario 8: Internal move of RS household

For an internal move, the date the rent supplement household moves out should not be the same date they move into the other unit.

Select the unit the rent supplement recipient is moving out of.

- 1 Click **Change** (to the right of the Effective Date columns).
- 2 Select **Click to Select** to enter the **Effective Date**.
- 3 Select **Household ID** (Select No RS Household).
- 4 Click **Save and Refresh** (top right corner).

Select the unit the rent supplement recipient is moving into.

- 1 Click **Change** (to the right of the Effective Date columns).
- 2 Select **Click to Select** to enter the **Effective Date**.
- 3 Select **Household ID** (Select the applicable household ID, i.e. the RS recipient moving in.)
- 4 Click **Save and Refresh** (top right corner).
- 5 Follow steps in **Income Information** (page 13)

## Scenario 9: Mid-month moves

For mid-month moves, all values must be for an entire month. The program will calculate the amounts based on the move in or move out date.

- 1 Click **Change** (to the right of the Effective Date columns).
- 2 Select **Click to Select** to enter the **Effective Date**.
- 3 Select **Household ID** (Select No RS Household).
- 4 Click **Save and Refresh** (top right corner).
- 5 Follow steps in **Income Information** (page 13)

# STEP 7: Annual Reconciliation

The **Annual Reconciliation** tab is where you submit your final claim to the Agency for the year. This page displays actual and projected data for the entire year.

- 1 Before submitting your claim, ensure all the changes during the year have been entered.
- 2 Enter information in the **Annual Claim** to the **Agency** section at the top of the page.
- 3 Check the box next to The **Rent Supplement Annual Claim is ready for the Agency's review**.
- 4 Click on **Submit Annual Claim and Reconciliation** to submit the claim.

[Welcome](#)
[Rent Supplements](#)
[Housing Charges▼](#)
[RS Units](#)
[RS Households](#)
[Annual Reconciliation](#)
[Reports](#)

## Annual Claim and Reconciliation

After entering your full claim for the year, record your name and position, check the box and click on "Submit Annual Claim."

[User Guide](#)
[Tutorial Video](#)

**Annual Claim to Agency**

Completed by

Position

Entry date 3 Aug 2018

**Assistance Claimed**

			1	2	3	4
		Year Total	Jan 18	Feb 18	Mar 18	Apr 18
Rent supplements allocated	<b>110</b>	199,268	16,594	16,594	16,594	16,594
Administration fee	<b>120</b>	1,080	90	90	90	90
Damage claims	<b>130</b>	0	0	0	0	0
Correction to prior year	<b>140</b>	0	0	0	0	0
Total claimed this month	<b>100</b>	200,348	16,684	16,684	16,684	16,684
Total claimed this year			16,684	33,368	50,052	66,736

The Rent Supplement Annual Claim and Reconciliation is ready for review by the Agency.

**Annual Review by Agency**

Current monthly advance	5,000	% Change
System recommended new advance	4,700	-3.0%
New monthly advance	<input type="text" value="4,700"/>	-2.5%

The 2015 AIR and Rent Supplement Annual Claim were validated on 3 Jul 2016.

# GENERAL INFORMATION

## RS Households Page

This page allows you to view all households receiving rent supplement assistance that are entered in the system.



- 1 You can view or update household information by clicking on **Go to** any listed household and the information on this page matches your records.
- 2 You can sort the list by **Household ID** or by **Name** by clicking on the column titles.
- 3 To protect privacy, the household **Name** and **Notes**, highlighted blue, are not visible to the Agency.

Welcome Rent Supplements Housing Charges▼ RS Units RS Households Annual Reconciliation Reports

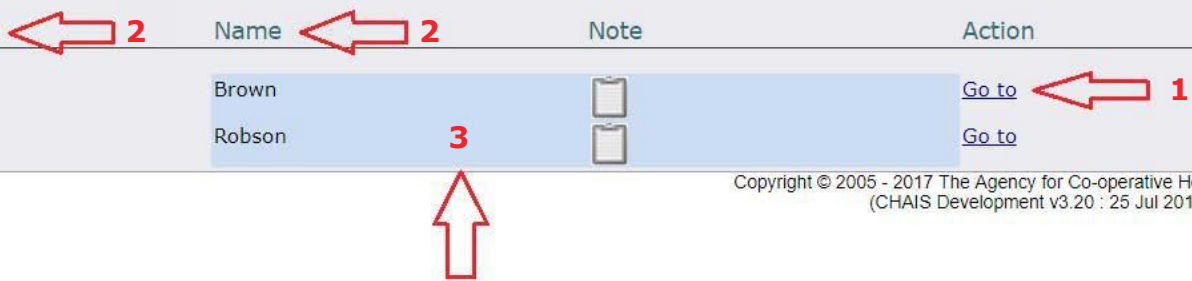
### Rent Supplement Households

Click on "Go to" to view or update household information already entered. You can sort the list by "Household ID" or by "Name". To protect household privacy, household names and your notes are not visible to the Agency.

[User Guide](#) [Tutorial Video](#)

Household ID	Name	Note	Action
WTB	Brown		<a href="#">Go to</a>
WTD	Robson		<a href="#">Go to</a>



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(CHAIS Development v3.20 : 25 Jul 2017)



## RS Units Page

This page allows you to view all units with rent supplement households.

- 1 You can display all units, only rent-supplement units or only non-rent-supplement units by clicking on the arrows to the left of the titles.

Welcome	Rent Supplements	Housing Charges▼	RS Units	RS Households	Annual Reconciliation	Reports
<b>Rent Supplement Units</b>						
Start your claim by clicking on "Go to" next to the first unit on the list that received a rent supplement during the year. To change the display order, go to "Co-op Units."						
You can come here later to update or correct a rent supplement claim for a specific address.						
<a href="#">User Guide</a> <a href="#">Tutorial Video</a>						
	▼	Active Addresses				Action
		5 Stanley Drive, Unit a				<a href="#">Go to</a>
	<input checked="" type="checkbox"/>	Inactive Addresses				Action
		5 Stanley Drive, Unit b				<a href="#">Go to</a>
		5 Stanley Drive, Unit c				<a href="#">Go to</a>
		5 Stanley Drive, Unit d				<a href="#">Go to</a>
		5 Stanley Drive, Unit e				<a href="#">Go to</a>

## Rent Supplement Reports

Rent Supplement reports are available from the on-line software and are available to download as a PDF file. These reports are useful for comparing information you have entered in the system with the co-op's records.

- 1 Select the **Reports** tab.
- 2 Select the report you want to generate from the available reports.
- 3 If applicable, enter the parameters such as the household or unit for which you want a report.

Welcome	Rent Supplements	Housing Charges▼	RS Units	RS Households	Annual Reconciliation	Reports
<b>Rent Supplement Reports</b>						
Click on one of the available reports below to create that report.						
<a href="#">User Guide</a> <a href="#">Tutorial Video</a>						
<b>Available Reports</b>						
		<a href="#">Rent Supplement Detail</a>				 1